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| Colorado Springs, CO 80920 | Delilah Haas | ILA0406@gmail.com (719) 357-7768 |
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Summary of Qualifications

Results-oriented, self-starter whose drive and sense of urgency are tempered and disciplined by concern for the accuracy and quality of work. Using time management and organization, able to get day-to-day objectives and project work completed on schedule and before deadlines. Ability too quickly and efficiently learn new processes and technologies while adapting to any environment.

Work Experience

Tangelo AI Remote 12/2021 –present

Tangelo rethinks the onboarding experience by delivering dead-simple instructions to get through any process, learning path and navigating change.

Customer Success Manager 12/2021 –present

- Accomplishments and responsibilities
 - Retool & Metabase
 - Content creation for clients
 - Implementation...

Clover Network Sunnyvale, CA 1/2016 –10/2021

Description of Clover

Promoted from Product Specialist to Business Analyst in less than a year; proactively increase responsibilities and ability to do complex assignments

Business Analyst 9/2016 –10/2021

- Accomplishments and responsibilities as Business Analyst
 - stuff

Product Specialist 1/2016-9/2016

- Accomplishments and responsibilities as Product Specialist
 - stuff

Orion Health San Jose, CA 2/2012 –12/2015

Global Provider of HIE and healthcare integration solutions in 30+ Countries

Promoted from Application Support consultant to Implementation consultant in less than a year; proactively increase responsibilities and ability to do complex assignments

Junior Implementation Consultant 1/2013 –Present

- Accomplishments and responsibilities as Implementation Consultant
 - Provide technical support, integrate and configure software and hardware components to provide effective solution to clients.
 - Standardized Implementation and Configuration of all Interface routes across all Participants
 - Pending Go-Live for New Mexico HIE with the following software implemented. Healthcare Information Exchange (HIE), Clinical Data Repository (CDR), Physician Portal (OHP), NextGate, Health Language.
 - Manage project resources (IC's), assign and mentor new IC's
 - Prioritize and assign the daily tasks for 5 Implementation Consultants
 - Run training session with client's Project Team
 - Run Unit testing sessions with client
 - Run User Acceptance Testing with Client
 - Managing bug tickets in client's bug system (Bugzilla) and Orion's bug system (Jira)
 - Managing release notes for Project for easy migration between environments (DEV, TEST, STAGE, PROD) and troubleshooting for Support after Go-Live
 - Historical data and Real-time Data Implementation
 - Daily Scrum meeting with project team

- Daily status calls with client to communicate between internal and client project teams

Application Support Consultant 2/2012-1/2013

- Accomplishments and responsibilities as Application Support Consultant
 - Closed 300+ support tickets in Client Services Group
 - Technical support of Orion Health applications via phone, email, and Internet in a team setting.
 - Navigate, troubleshoot, and resolve application, system, and network connectivity issues on servers and personal computers remotely.
 - Provide explanations of application functionality and usage to clients.
 - Collaborate with Product Development team on issue and bug resolution.
 - Interface with solutions team to reduce problems being reported to the Client Services Group.
 - Completed Associate level certification for Rhapsody version 4 and version 5.

PatientKeeper Waltham, MA 3/2008-2/2012

Provider of healthcare applications for physicians

Technical Support Engineer

- Accomplishments and responsibilities as System Admin of Argus (monitoring software)
 - Created documentation and instructions for the installation process of Argus (Monitoring software) in order to standardize installs. This cut the install process from 4 hrs to 1 hr and allowed for quicker implementation of new releases of Argus.
 - Reviewed Argus's code base for accuracy then worked with Client Services and Development to overhaul all components of our Monitoring system in order to include new functionality in our product.
 - Improved all processes around Argus such as documenting emergency support procedures, creating troubleshooting documentation, and documented system specifications for internal and client use.
 - Project manager for rolling out new Monitoring builds to all environments. (250+ installs a year)
 - Continually work to improve the quality of the product by reviewing, documenting, and debugging all new releases of Argus.
 - Helped serve as system admin for the entire Argus infrastructure by serving as main escalation point of all related issues, creating knowledge base for entire Client Services organization which improved the stability of the platform and allowed Client Services to improve maintenance and support for the product.
 - Trained 5 offshore team members in order take over the install and upgrade process for Argus.
 - Regularly review all customers' monitoring configuration in order to improve proactive alerting and resolution.
 - Assist in the release process for Monitoring software by validating the latest releases before upgrade/patch projects begin.
- Accomplishments and responsibilities as Technical Support Engineer
 - Created knowledge base of alerts and solutions that is routinely referenced by those on call. More than 30 solutions per year, 15-20 more than fellow team members.
 - Closed 833 support tickets in the last calendar year, second highest in team.
 - Reported 37 field-found defects to QA/DEV teams to be resolved in future releases, second highest in team.
 - "Go to" person in Support team for Out of Memory Analysis, Code-Edit configuration, Support utilities, Monitoring, and PQRI's.
 - Responsible for training 5 offshore team members in order to serve as Level1 Emergency support.
 - Technical support of PatientKeeper applications via phone, email, and Internet in a team setting.
 - Navigate, troubleshoot, and resolve application, system, and network connectivity issues on handheld devices and personal computers remotely.
 - Provide explanations of application functionality and usage to clients.
 - Collaborate with Product Development team on issue and bug resolution.
 - Provide installation and configuration support for Client Services deployment teams.
 - Interface with Product Management and Product Development to improve product design and quality

Early Work Experience While in College

New England School of Law Boston, MA Web Assistant

9/2007-2/2008

Advising and Learning Assistant Center: RPI Troy, NY Work-study 9/2003-5/2007

The Arts Center of the Capital Region Troy, NY Public Service internship 1/2007-5/2007

Office of Engineering: RPI Troy, NY 5/2005-12/2005

Student Assistant to the Director of the Women's Mentor Program/ Women in Engineering

Technical skills:

- Java, SQL, C, C++, HTML, CSS, ColdFusion, JavaScript, XML, XHTML, PHP, MySQL
- Oracle, Tomcat, MS access, MySQL control center, DB Manager, IIS, Apache, Dreamweaver, phpMyAdmin, DbVisualizer, SQL Developer, SQLite, NextGate, Health Language

Education

New England School of Law, Boston, MA August 2007-February 2008

Rensselaer Polytechnic Institute: Troy, NY,

Bachelor of Science in Information Technology, 2007

Honors: Emily Roebling Scholarship, Rensselaer Alumni Scholarship, Patroon Scholarship, Boeing Scholarship, Dean List